

HSRC RESEARCH OUTPUTS

5068

Department of Home Affairs

Quarter 19

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Quarter 19



KEY RESULTS

Background

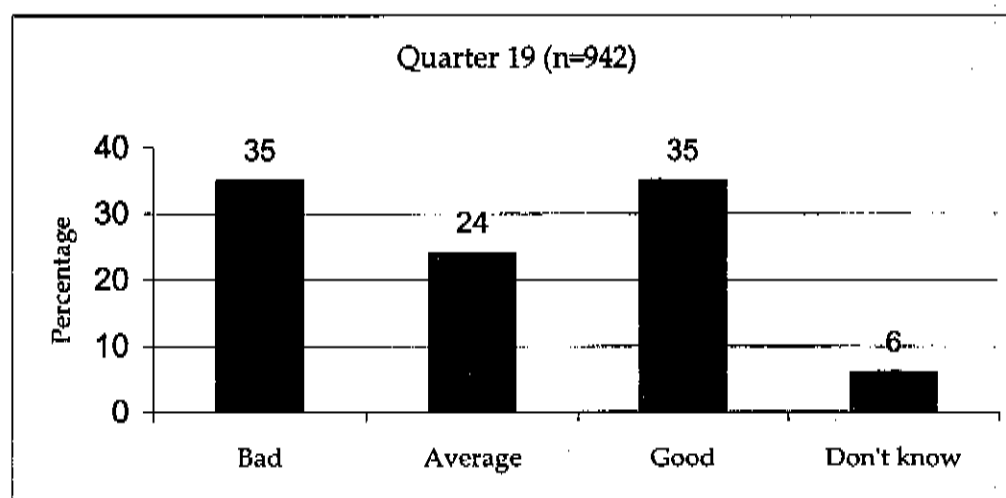
The Department of Home Affairs (DHA) inserted new questions on the Nation Tracker questionnaire for Quarter 19. The results in this report are therefore only based on Quarter 19 and extends the period 16 July 2007 to 7 October 2007.

During Quarter 19, a total of 942 respondents were interviewed. The sample is representative of the country's adult population (18+ years of age) in all key demographics and across all nine provinces and areas (metropolitan, small urban, rural). The data have been weighted to represent the adult population of South Africa.

Questions placed by the DHA in the Quarter 19 survey broadly pertain to the following areas:

- Pace of change within the Department of Home Affairs;
- Agreement with services rendered by the Department of Home Affairs;
- Rating the image of the Department;
- Improvement in relation to service delivery

Figure 1: Rating the image of the Department of Home Affairs



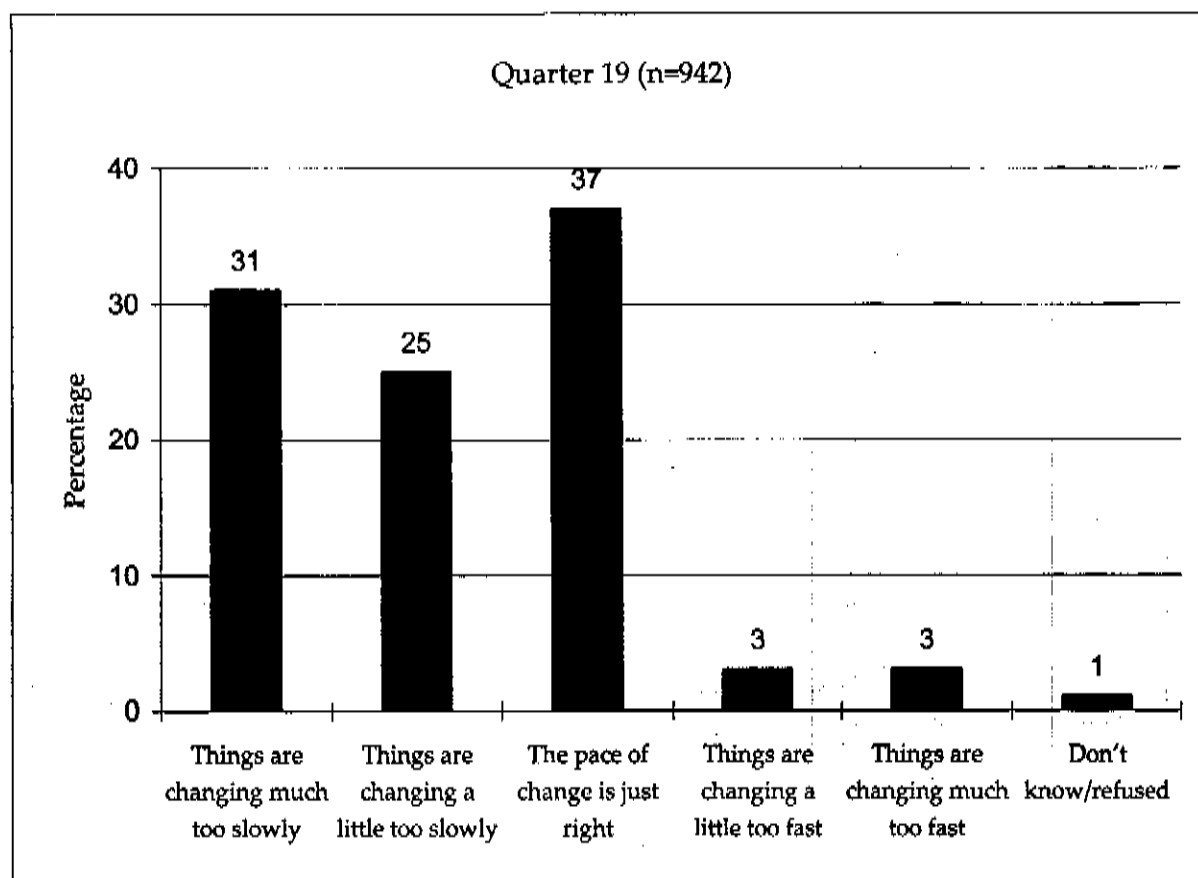
Just more than a third (35%) rated the Department of Home Affairs either in a negative "bad" light or in a positive "good" light. Just under quarter (24%) rated it as average with 6% being uncertain. Those who rated the image of the Department as "good", were highest represented amongst the people who live in the Free State (51%) or Eastern Cape (45%), who have a high school qualification, but not matric (45%), whose media preference is TV and national radio (43%), LSM 1-3 (42%), or LSM 4-6 (39%), African people (38%) or females (38%).

Those people who rated the department as "bad" were most common amongst

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Asians (68%), Gauteng residents (55%), LSM 9-10 (55%), media savvy¹ people (52%), people who have achieved a post-matric qualification (50%), LSM 7-8 (48%), residents of metropolitan areas (46%), white people (45%), people who have a matric or equivalent (41%), KwaZulu-Natal residents (41%), or males (39%).

Figure 2: Pace of change in the Department of Home Affairs



Just under a third (31%) expressed agreement with the statement that things are changing much too slowly, while a quarter (25%) was of the opinion that things are changing a little too slow. More than a third (37%) thought the pace of change to be just right with very few (3%) stating that things are changing too fast or much too fast (3%).

Those who were of the opinion that things are changing much too slowly were mostly found amongst Asian respondents (56%), Gauteng residents (48%), media savvy² people (45%), LSM 7-8 (41%), LSM 9-10 (41%), white (41%), male (38%) or metro residents (37%).

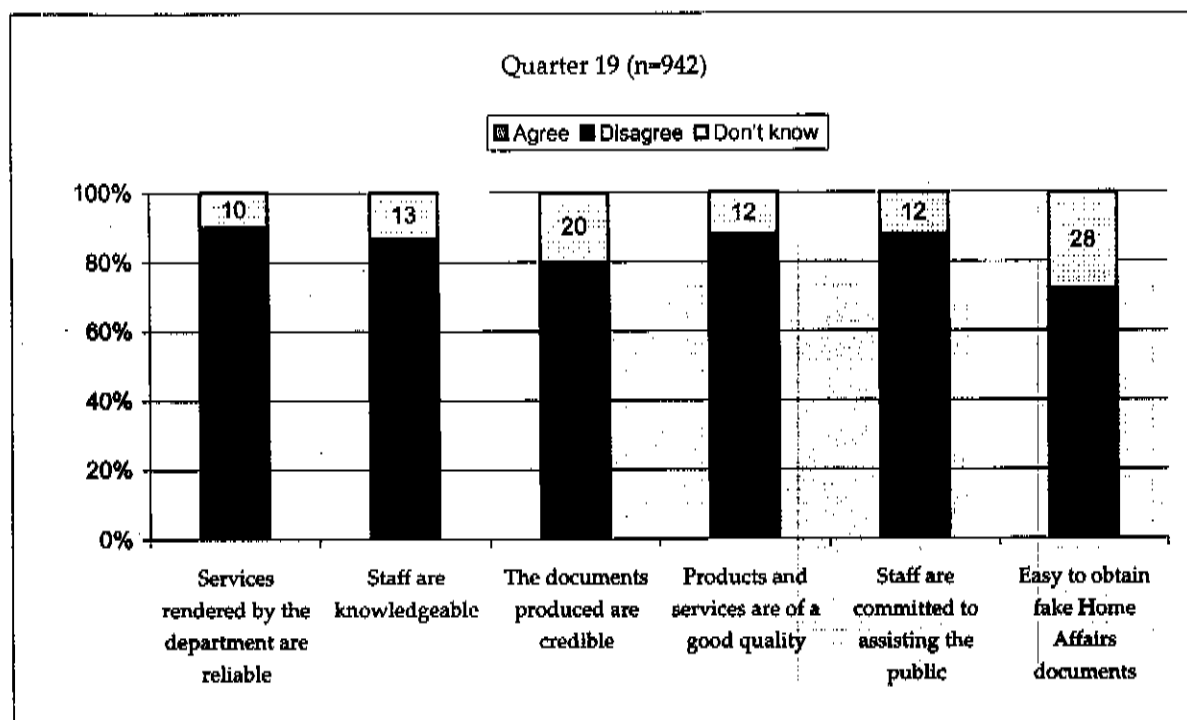
Those who stated that the pace of change is just right were mostly found amongst Eastern Cape residents (55%), people with a LSM 1-3 (45%) or female (43%).

¹ Media savvy -people who have exposure to all media in equal proportions

² Media savvy -people who have exposure to all media in equal proportions

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Figure 3 (a): Services rendered by the Department



Just more than half (52%) said that services rendered by the department are reliable, 38% said services are not reliable and one in ten (10%) said they did not know. Those who agreed that the services rendered by the department are reliable were mostly amongst residents from Limpopo (69%), Mpumalanga (68%), whose media preference is mainly TV and national radio (65%), Eastern Cape residents (64%), rural residents (62%), LSM 1-3 (62%), who have a high school qualification but not matriculated (60%), African (58%) or female (55%).

Similarly just more than half (52%) of the people were of the opinion that staff from the department are knowledgeable. Just more than a third (34%) thought the staff are not knowledgeable and 13% did not know. Those that agreed that staff are knowledgeable were mostly found amongst residents of the Eastern Cape (67%).

More than half (52%) said that the documents produced are credible with 28% saying they are not credible while a large proportion (20%) were uncertain about this issue. The people who felt that documents produced are credible were mostly found in the Eastern Cape (67%), regularly follow government activities (59%), have a high school but not matric (57%), 35-49 years of age (57%), female (56%) or LSM 4-6 (56%).

Just under half (49%) of the people said that products and services are of a good quality with 38% disagreeing and 12% being uncertain. Those who agreed with the statement that products and services are of a good quality were residents of the Eastern Cape

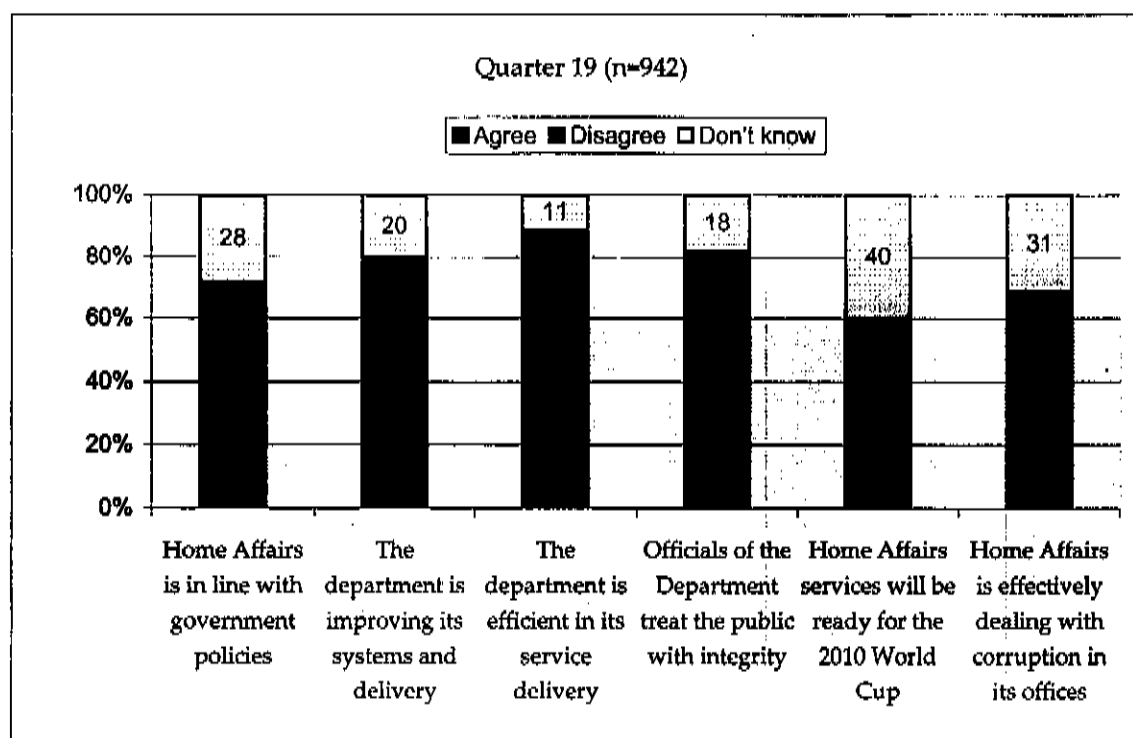
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(70%), Free State (66%), Mpumalanga³ (64%), Limpopo (64%), whose media preference is TV and national radio (64%), who live in rural areas (59%), LSM 1-3 (59%), who have a high school qualification but not matric (57%), female (56%), 35-49 years (54%) or African (54%).

Similarly just under half (49%) agreed that staff are committed to assisting the public, with 38% disagreeing and 12% being uncertain.

Just under half (47%) thought that it would be easy to obtain fake documents with a quarter (25%) disagreeing and 28% being uncertain. People who felt it would be easy to obtain fake documents were more likely to be found in Gauteng (65%), Mpumalanga (64%), metro areas (57%), are media savvy⁴ (54%) or have a LSM 4-6 (51%).

Figure 3 (b): Services rendered by the Department



Less than half (45%) of the people felt that Home Affairs is in line with Government policies and programmes and 27% felt that they were not in line with a further 28% being uncertain.

Just more than two fifths (43%) stated that the department is improving its systems and delivery, 37% disagreed and 20% were uncertain. Those who agreed that the department is improving its systems and delivery were mostly from the Eastern Cape (57%), have a media preference for TV and national radio (53%), LSM1-3 (52%), female

³ Caution: Small base size <50 respondents

⁴ Media savvy -people who have exposure to all media in equal proportions

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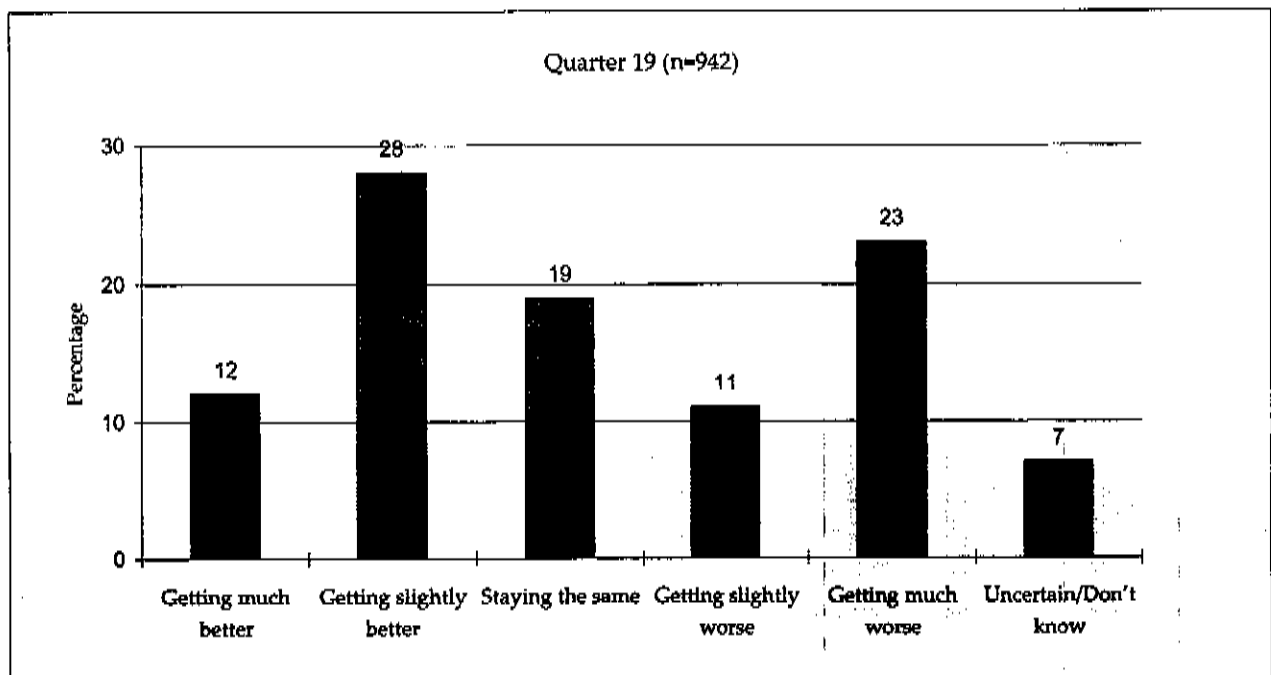
(48%) or African (47%). Those who cited uncertain as an answer were from the Eastern Cape (57%), Limpopo (54%), rural (48%) or female (44%).

Just more than two fifths (42%) said that the department is efficient in its service delivery while almost half (47%) said they were not efficient in service delivery. Just more than a tenth, 11% were uncertain. People that said the department is efficient in its service delivery were mostly found amongst residents of the Free State (63%), Eastern Cape (59%), North West (56%), Limpopo (54%), whose media preference is mainly TV and community radio (54%), rural residents (53%), LSM1-3 (53%), who have primary schooling (50%), who have a media preference for TV and national radio (50%), 35-49 years (48%), high school but not matriculated (48%), African (47%) or female (46%).

Again, just more than two fifths (42%) stated that officials treat the public with integrity, 40% felt that officials do not treat the public with integrity and 18% was uncertain.

Only at third (33%) felt that Home Affairs services will be ready for the 2010 World Cup with just more than a quarter stating Home Affairs will not be ready to host the event. A large proportion (40%) was uncertain. Those who agreed that Home Affairs will be ready for the 2010 World Cup tended to regularly follow government activities (41%) or were African (36%).

Figure 4: Service delivery within the Department of Home Affairs



Asked if service delivery within the Department of Home Affairs is getting better or worse, just more than a tenth (12%) said that it is getting much better with just more than a quarter (28%) stating it is getting slightly better. Just under a fifth (19%) said

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service delivery is staying the same with 11% saying it is getting slightly worse and an alarming 23% stating it is getting much worse. The rest, 7% felt uncertain about the issue. Those who responded positively to the question were mostly from the Free State (61%), mainly watch TV and listen to national radio (50%), have a high school qualification but not matric (49%), Eastern Cape residents (49%), regularly follow government activities (46%), LSM 4-6 (46%) or African (44%).

Those who felt the service delivery was getting worse were mainly Asian (65%), Gauteng residents (54%), media savvy⁵ people (51%), LSM9-10 (50%), metro (47%), post matric (46%), LSM 7-8 (46%), white (44%), have a matric (42%), KwaZulu-Natal residents (41%) or male (39%).

⁵ Media savvy -people who have exposure to all media in equal proportions

OBSERVATIONS

An equal proportion rate the image of the Department of Home Affairs as good (35%) and bad (35%). African and coloured respondents rate the Department of Home Affairs more positively than white and especially Asian respondents.

More than half of the respondents felt that the pace of change in the Department is either much too slow or too slow. These respondents were typically white, Asian, in higher LSM groups residing in metro areas. Over a third felt that the pace of change is just right. Those who feel that the pace of change is just right are more likely to be held by those in the low (LSM1-3) category, residing in the Eastern Cape or females.

Generally about half of the population believe that the services rendered by the Department are reliable, that staff are knowledgeable, that documents produced are credible, that products and services are of good quality and that staff are committed to assisting the public. It was also alarming that almost half (47%) thought that it would be easy to obtain fake Home Affairs documents.

Encouragingly, more people state that the Department's service delivery is getting better over time (40%) than those who say it is getting worse (34%). Yet again it is more likely to be white or Asian respondents, in high LSM groups, who reside in metropolitan areas, who are likely to say that service delivery is getting worse. African respondents, with a lower income, LSM and education are more likely to think that service delivery is improving. Provincial differences are also evident with the Eastern Cape and Free State being more favourable to the Department and Gauteng and KwaZulu-Natal being more pessimistic.